

## SERVICE PROVIDER SUSTAINABILITY INDEX (SPSI) FAQs

### 1. What is SPSI?

The Service Provider Sustainability Index is the UK's first standardised ESG maturity assessment, created by the GSA for the Technology and Business Services sector.

### 2. What does that mean?

It means that businesses will have a clear and transparent way to understand their ESG maturity and how they compare to their peers and the wider technology and business services sector.

### 3. How does it work?

The Service Providers Sustainability Index is built on a score given to every business in the SPSI. That score is calculated based on the answers to a single, comprehensive ESG survey, designed specifically for the technology and business services sector.

### 4. How do Service Providers understand their SPSI score?

The survey will provide a score out of 100 for overall ESG maturity, as well as a breakdown for each of Environmental, Social and Governance maturity.

Every business completing the assessment receives a detailed report which explains their performance across each of the sections and identifies where and how they need to improve.

### 5. What are the sections in the survey?

The SPSI assessment is emailed to a single contact who can distribute the survey to as many people as are required to complete it. The SPSI assessment is divided into the business functions of Compliance, IT, Human Resources, Supply Chain and ESG General to make allocation to internal departments simple and clear.

### 6. Are the sections equally important or are they weighted?

The Technology and Business Services sector is a people intensive business and as such, the SPSI sets itself apart by scoring the Social section of ESG at 60%, with Environmental and Governance at a combined 40%.

## 7. Who owns SPSI?

The Global Sourcing Association (GSA) created SPSI in partnership with buyer and vendor member businesses.

## 8. What does SPSI do?

SPSI standardises the questions being asked of service providers, meaning that they can complete a single, survey and reuse the data across every RFI, RFP and tender.

## 9. Why do Service Providers need SPSI?

Until now Service Providers have been at the mercy of every type of ESG RFI - responding to inconsistent questions, language, values and metrics and making every response unique, a huge undertaking and a resource drain.

## 10. What are the benefits of SPSI?

- I. *Time* - after completing the SPSI survey and joining the index, businesses can reuse and reapply the data across multiple RFIs, RFPs and tenders, only ever needing to make simple and consistent updates. It will save them vast amounts of time and resources.
- II. *Speed* - after completing SPSI and joining the index, businesses will be able to respond to RFIs, RFPs and tenders much faster as the information will be instantly available for them to include.
- III. *Consistency* - all businesses in the SPSI are directly comparable to one another, making it easy for them to see where they need to improve and how to learn from other technology and business services organisations.

## 11. Who can use SPSI?

SPSI is designed specifically for technology and business services providers. Any business providing those services can sign up to SPSI, complete the survey, join the index and use the information in their RFIs, RFPs and tender responses.

## 12. How much does SPSI cost?

£1,850 for GSA members  
£2,200 for non-members

### **13. How long does SPSI take to complete?**

Typically completing the SPSI assessment will take a business up to 3 weeks. The time required is an indication of the ESG maturity of a business and it is expected a business would want to undertake a new survey every 6 - 12 months.

### **14. What do Service Providers do if they're struggling to answer questions in the survey?**

SPSI comes with a free, conversational AI powered Digital Companion. The EDC (ESG Digital Companion) can be used throughout the process, allowing users to get instant answers to any questions, understand the ESG terminology and jargon and ensure they provide the correct information.

It will also accelerate the ESG learning of the people involved in completing the survey.

### **15. How do Service Providers use SPSI after completing it?**

Firstly, after completing SPSI and joining the index, service providers will understand, probably for the first time, their overall ESG performance and how they compare to their peers and the wider sector.

Secondly, they will know exactly where the areas are for improvement and how to address those.

Thirdly, they can immediately use the data in RFIs, RFPs and tender responses.

### **16. How does SPSI respond to the evolving ESG landscape?**

The survey updates dynamically as new questions become relevant or critical for understanding ESG performance. Those in the SPSI will be automatically informed of any updates required to keep their score up to date.

### **17. How do Service Providers buy SPSI?**

Go to the GSA website [www.gsa-uk.com/SPSI](http://www.gsa-uk.com/SPSI) and click to register for the survey. We will then contact you to on take payment details and set up the survey for you.

### **18. How do Service Providers access SPSI and the survey**

SPSI is completely cloud-based and the survey and all the accompanying information is online and accessible via the GSA website.

**19. How is the data submitted by Service Providers protected and secure?**

The SPSI assessment is hosted in a secure AWS Cloud environment and subject to the normal high levels of security.

**20. How does SPSI help buyers of technology and business services?**

SPSI will allow buyers of technology and business services to easily compare vendors and understand who is performing better in which areas and across which geographies.

SPSI is currently the only transparent and consistent framework for buyers looking to improve ESG performance across their technology and business services supply chain.

**21. What's next for SPSI?**

The GSA plan to expand the reach of SPSI for reporting across all location sites to enable buyers to understand the performance of delivery destinations and compare providers across distinct delivery destinations.

**Find out more about the Service Provider Sustainability Index at [www.gsa-uk.com/SPSI](http://www.gsa-uk.com/SPSI)**

**ABOUT THE GSA:** The Global Sourcing Association is a social enterprise striving to make a difference and promote positive change across the technology and business services industry. Trusted by sourcing professionals for 35 years, the GSA is the consistent voice for the future of the industry and the professionals working within it; promoting sustainable and ethical sourcing to create a positive future for businesses and the planet.

For more information or to speak to the GSA, please visit [www.gsa-uk.com](http://www.gsa-uk.com) or email [admin@gsa-uk.com](mailto:admin@gsa-uk.com)